



STEPS TO TAKE FOR EFFECTIVE TECHNICAL SUPPORT



To help you get the fastest and most effective support, please take a moment to follow the steps outlined below before reaching out to our technical support team. These steps are designed to isolate the issue quickly. Completing these steps ensures we can support you as efficiently as possible.

- Locate the systems manual and search for the corresponding page/ schematic for the error code. If unable to locate the manual, please log into Summit's online dealer portal <https://summitxray.com/> and browse through the manuals/ schematics available to you
- Be prepared with the serial number of the generator
- Record all error codes
- Check connections/fuses/cables for any visible issues
- A line drop test should be performed on any power-related problem prior to calling, with the results recorded
- If the call originated at an earlier time, locate the ticket number provided to you by the technician

**Congratulations to the
Field Service Engineers
who have completed
certifications:**

**Clayton Devries on
SRS Pocket**

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